

TAN TECH (PTY) LTD

SME IT Support & Maintenance Retainer - SLA & Contract Summary

Service: SME IT Support & Maintenance Retainer (flat-fee)

Investment: R 7 500.00 per month

Billing: Flat-rate billing. All prices listed are final.

Tan Tech does not charge VAT.

Term: Month-to-month. Strict 30-day written notice
is required for termination.

Scope of support

- Operating systems: UNIX, Windows, Linux, macOS
- Hardware: IBM, Ubiquiti, Dell, HP, Omada
- Remote-first support; on-site dispatch within Gauteng only
- Perimeter security management and managed, restore-tested backups
- Proactive maintenance, patching and lifecycle care

This document is a summary for evaluation. The full, signed SLA and Contract Agreement is issued on engagement and governs the service.

Tan Tech (PTY) Ltd • 4 Cedar Ave West, Maroeladal, Johannesburg 2191
support@tantech.info • +27 87 551 1429 • <https://tantech.info>